



## Request for Proposals

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### ABSTRACT

Seeking proposals from qualified professional organizations to implement a full modernization to the ALEA Driver License System.

### Alabama Law Enforcement Agency

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# 1 Project Details

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## 1.1 Project Overview

The Alabama Law Enforcement Agency (hereinafter “ALEA”) is seeking proposals from qualified professionals or professional organizations to provide and implement a full modernization, to re-design and automate business processes and align technology and business practices to meet the changing needs of its driver license system. All interested vendors are invited to submit a proposal in accordance with the requirements specified in this request for proposal (hereinafter “RFP”).

ALEA’s Driver License Division is the face and voice of state government for most Alabamians. The public is identified as the ALEA’s primary customer, but everyone who relies upon the ALEA Driver License Division for services is a customer. ALEA Driver License Division conducts business via five primary delivery channels: online/Internet, telephone, US mail, centralized processing, and in person at geographically dispersed offices in local communities. The ALEA system modernization project will reduce customer wait times and improve the customer experience for all Alabamians. ALEA driver license services touch almost every Alabamian by issuing approximately 1.2 million driver licenses and nondriver identification (ID) cards each year. Statistics for 2018 are included in **Appendix A**.

ALEA Driver License Offices handle issuing new, renewal, duplicate, transfer and reinstatement credentials. Eleven ALEA DL offices have self-service driver license issuance stations available which allow the public to issue a duplicate or renewal credential. Probate Judges or the designated License Commissioner or Revenue Commissioner issue duplicate and renewal credentials for ALEA as well. ALEA utilizes both fixed PC based driver license issuance stations and laptop based portable issuance stations. Probate Judges or their designated License Commissioner or Revenue Commissioner utilize fixed PC based driver license issuance stations. ALEA Driver License Offices are listed in **Appendix B**. The Probate Judge or their designated License Commissioner or Revenue Commissioner offices that offer driver license services are listed in **Appendix C**.

ALEA will replace its existing and aging legacy driver license systems. ALEA intends to contract with a primary solution provider for modernization who will provide a solution and implementation services that include a comprehensive driver licensing system to provide better customer service, reduce transaction processing time, reduce and eliminate backlogs, increase online transactions, increase ability to rapidly implement changes to respond to evolving business needs, improve the overall efficiency of service delivery to customers, reduce wait times, and improve the customer experience for all Alabamians. ALEA’s stakeholders and business partners listed in **Appendix D** will be impacted by this modernization effort.

The goal is to migrate from the mainframe and implement a modernized Information Technology platform that is easy to configure and maintain and provides the necessary automated tools to test, monitor, troubleshoot, and accurately manage the system in real-time. The modernized solution will provide superior security, disaster recovery, system redundancy, and provide capability to interface with state and federal systems as directed by ALEA.

## 1.2 Current ALEA Environment

The ALEA Driver License Division utilizes mainframe computer data and applications, which have been continually modified over the decades to meet frequently changing legislative mandates and increasing operational demands. These systems retain much of their original design and technical architecture. Changes to these legacy systems over many years have resulted in a patchwork of code modules and segregated systems that are increasingly difficult and costly to maintain and update. Even relatively minor system upgrades, whether mandated by law or desirable for better service, are expensive and time-consuming due to the complex reprogramming work that must be undertaken.

The ALEA Driver License Division also utilizes PC based databases and applications for some DL processing to include a vendor driver license issuance system and ALEA SQL/PC based driver license reinstatement system to name a few. Even though these modernized PC based systems exist, all the systems rely on the back-end mainframe driver license data tables. The disparate systems have inherent limitations that significantly constrain the ALEA's ability to achieve its mission and impede the ALEA's and key business partners' efforts to implement critical system improvements. The current use of disparate systems is creating an unstable environment in the many databases and lends itself to time consuming and unnecessary duplication of data, which has become difficult to manage and maintain. With continuing legislative changes, the disparate systems make it extremely difficult to meet legislative timelines for implementing required changes.

Many ALEA Driver License computer applications and systems have been extended beyond their expected life. As a result, the ALEA DL systems face an ever-increasing risk of failure. The ALEA Driver License Division cannot serve customers as well as it would like to because of the inefficient and time-consuming business processes that are driven by the inflexible and obsolete technology. There are manual paper driven processes in place, which require automation. The overall condition of the current ALEA driver license systems, processes, and procedures necessitate a full modernization, which will automate and simplify current systems and legacy processes and procedures.

Additional technical specifications will be included in Appendices.

### 1.2.1 Mainframe

The mainframe is the system of record for all ALEA Driver records. The mainframe is currently on state premises and supported and run by Alabama's Office of Information Technology (OIT). ALEA pays OIT for providing mainframe space and support. The specifications for the mainframe are provided in **Appendix E**.

The mainframe receives data files from many sources via secure file transfers and utilizes the data to update the driver records each night. The driver license/credential sanctioning programs are mainframe COBOL programs and are run each night to process sanctions against the driver license/credential and drivers who have no license/credential. Deceased driver records are updated after receiving and processing vital statistic files. The mainframe provides driver history extracts and other custom formatted data to external entities approved by ALEA which includes Insurers, Alabama Organ Donor, Secretary of State and Safety Organizations to name a few. Reports are generated nightly through automated processes. The vendor driver license issuance system sends a file of credentials issued each day to the mainframe which is added to the driver records each night. The nightly processing vs. real time updates are inefficient.

#### 1.2.1.1 DB2

ALEA utilizes DB2 for a front-end application to view and update driver/credential records stored on the mainframe. DB2 allows address changes, managing interlock requirements, hardship application review, tracking and decision, manual downgrade of license class, tracking of high-risk insurance requirement, manual entry and tracking of hazmat background checks, and providing ticklers/reminders to track and follow up on driver medical conditions. DB2 allows manual processing for many other licensing processes.

### 1.2.2 Vendor Driver License Issuance System

A vendor currently hosts and supports the driver license (DL) issuance system. This vendor system handles issuance of credentials to include, regular passenger vehicle license, motorcycle license, commercial license, identification cards, vessel/boating license, hardship license, employee identification cards, legislative identification cards, and retired law enforcement identification cards. The vendor system has interfaces with the mainframe, a vendor knowledge test system, AAMVA's PDPS, CDLIS and SSOLV, NCIC, ALEA's Sex Offender system of record, DHS SAVE, Address Verification System, and a vendor merchant services provider for credit card processing. The DL issuance system provides statistical, financial, logging, and compliance reports.

The customers are provided a 30-day temporary credential at the time of issuance and the permanent credential is printed and mailed later. The vendor provides the temporary credential paper. The DL issuance system communicates with ALEA's online vendor who provides the ability for credentials to be issued online. The DL issuance system submits information on the credentials issued each day to the mainframe for addition to the driver record. The DL issuance system is the sole holder of the captured photos, signatures, documents scanned, and other information entered during the processing and issuance of the credential as not all data is submitted and stored on the mainframe.

The vendor provides both fixed PC issuance stations and travel laptop issuance stations as well as all associated peripherals to include scanners, temporary document printers, cameras, receipt printers, signature pads, credit card devices, and DL scanners. The vendor also provides kiosk self-service issuance stations. The vendor owned issuance hardware was purchased in 2015 and is due for replacement. The vendor secures the system with 2-factor authentication using password and biometric-fingerprint logins. Additional details on the vendor DL Issuance System are provided in **Appendix F**.

### 1.2.3 Vendor Credential Printing and Mailing

A vendor handles card printing and mailing for ALEA. The vendor has provided over 30 card template formats for ALEA. Card design and templates have changed many times over the years as required by legislative mandates and technology dictates. The current card includes security features and is Real ID compliant. After additional checks and verifications are run on the mainframe, the mainframe and DL issuance vendor communicate and submit the data to the credential printing vendor for printing and mailing. A list of card templates is provided in **Appendix G**.

### 1.2.4 ALEA PC Systems

ALEA maintains a subset of the mainframe database in Microsoft SQL server. ALEA hosts servers via VMWare and utilizes Microsoft SQL server 2017, which is used to provide additional driver license services and applications. ALEA utilizes the copy of the mainframe database to provide these services. The PC based systems include applications for DL reinstatement, motor vehicle (MVR)/driver history report sales, accident report sales, DL hearing system, private school DL skills tests submission, and financial responsibility/accident claims system and reporting. ALEA provides communication and data to many external entities such as law

enforcement systems and other vendor systems via secure file transfer and webservices. The PC based services/applications ALEA utilizes are detailed in **Appendix H**.

### 1.2.5 Vendor Document Imaging

ALEA utilizes Digitech's PaperVision Enterprise for document imaging. A vendor installed, configured and supports the system. DL and other ALEA units utilize PaperVision for document imaging. This section will focus strictly on DL usage of the imaging system. Most of the documents stored follow legacy microfilm and mainframe processes and do not indicate document type. These documents are only accessible via a document ID, which is assigned by the imaging system and is thereafter manually entered on the driver history record on the mainframe via DB2. Newer imaging projects have documents stored by DL number and are identified by the type of document that was scanned. Workflow processes are in use, but the workflow processes are simple processes and are not integrated with other systems. Some of the processes simply track whether the document ID has been entered on the mainframe. Other processes track whether the document has been reviewed and the reviewer's decision. Documents scanned during the DL issuance process utilizing the vendor DL issuance system are not stored in PaperVision. Details on the number of PaperVision licenses owned and the number of documents stored in the system are provided in **Appendix I**.

### 1.2.6 Vendor Online Sales

A vendor provides online services for ALEA. Online services include duplicate and renewal issuances of driver licenses and non-driver identification credentials, which utilize the existing photos from the vendor DL issuance system. The vendor also provides online sales of motor vehicle (MVR)/driver history reports and accident/crash reports as well as processing payments for commercial DL skills testing. The vendor system communicates with ALEA vendor systems and ALEA PC based systems to provide these services. During all online sales, the vendor collects and processes payments for all purchases and provides financial reporting to the ALEA accounting unit. In 2018, the vendor handled 109,036 accident/crash report sales and 1,913,554 motor vehicle (MVR)/driver history sales for ALEA. The vendor also processed 3,205 commercial skills test payments for drivers scheduling CDL skills tests online. The vendor also processed online credential issuance.

### 1.2.7 Vendor Mandatory Liability Insurance Civil Penalties

ALEA is legislatively mandated to issue civil penalties to drivers who have been involved in a motor vehicle incident and were not in compliance with the mandatory motor vehicle liability insurance law and did not receive a citation for noncompliance. See Ala. Code §§ 32-7A-4 and 41-27-40 through 41-27-48 (1975). A vendor handles issuance of the mandatory liability insurance (MLI) civil penalties by processing driving incident data through the Online Insurance Verification System (OIVS) to determine whether a vehicle was covered by insurance at the time of the motor vehicle incident. Once penalties are determined, the MLI penalty data is sent to ALEA's print services vendor who prints and mails the MLI penalty correspondence for ALEA. The MLI civil penalty vendor provides the public the ability to view their penalties, verify their insurance, and make a payment online. Internally, the vendor provides ALEA a case management system to track the penalty through initial issuance to final disposition.

### 1.2.8 Vendor Correspondence Printing and Mailing Services

Multiple vendors handle driver license correspondence printing and mailing based on data files submitted to the vendors. The vendors place the data in approved templates, then print and mail the correspondence. When the vendors send correspondence, the mainframe programs add a record to the driver history file indicating specific correspondence sent. The current system does not store the correspondence image. Examples of correspondence include renewal notifications, suspension, cancellation and revocation actions. Correspondence statistics are provided in **Appendix J**.



### 1.2.9 Vendor Merchant Services

A vendor handles merchant services for online and in-house credit card sales for driver license issuance, reinstatement, MVR/driver history report sales, and accident reports. The vendor also tracks cash payments for the driver license reinstatement system ensuring that all financial reporting for driver license reinstatement is handled by the merchant services vendor. The merchant services vendor handles only the credit card processing for the driver license issuance system which requires both the driver license issuance vendor and the merchant services vendor to both produce financial reports for driver license/credential issuance. It is critical the financial reporting between vendors match. Accounting discrepancies arise during some processes.

### 1.2.10 Vendor Knowledge Testing System

A vendor provides a computerized knowledge test system with PC based test stations and travel laptop test stations for use in ALEA Driver License Offices. Regular non-commercial automobile, motorcycle, and commercial DL knowledge tests given in Alabama at this time are given in ALEA offices using the knowledge testing system. Vessel tests are given by ALEA in the ALEA offices using the knowledge testing system, and vessel tests are also offered by other vendors online and by the State Department of Education. The knowledge testing system communicates with the vendor DL issuance system to schedule/setup testing and transmits the test scores back to the driver license issuance system. Payments for knowledge testing are handled by the vendor DL issuance system. Proposing vendor must be able to interface with the knowledge testing system.

### 1.2.11 Vendor Skills Testing System

A vendor provides skills testing tablets, which are used by ALEA DL examiners for grading skills tests for class D and commercial driver license. The vendor system allows administrative viewing of all skills tests given to include providing statistical reporting and GPS routes driven during the test. Proposing vendor must be able to interface with the skills testing system.

### 1.2.12 Vendor Scheduling and Queuing System

A vendor system for scheduling driver license appointments and queuing the waiting applicants is in use at all ALEA Driver License District Offices. The scheduling vendor uses ALEA's merchant services vendor to process the payment for CDL skills test appointments. Proposing vendor must be able to interface with the scheduling and queuing system.

### 1.2.13 Vendor Facial Recognition System

A vendor system provides facial recognition, which compares captured photos and indicates potential matches between applicants. It includes a case management system for tracking matched photo cases through resolution.

### 1.2.14 Alabama's Financial Accounting System – STAARS

Alabama utilizes the State of Alabama Accounting and Resource System (STAARS), the state's enterprise-wide accounting system. STAARS supports all financial, procurement, and human resource transactions. ALEA accounting staff spend time manually entering driver license receipts into STAARS. This work is time consuming and requires multiple staff members keying, downloading, reconciling, and uploading to STAARS. It is preferred the proposing vendor automate processes and interface with STAARS.

### 1.2.15 Vendor Phone System

The Cisco VOIP phone system is capable of utilizing interactive voice response (IVR) that could capture a DL credential before ALEA employees answer the call, which would expedite the service ALEA provides the customer and minimize the time allocation per call. The system could be capable of communication with the proposed modernization solution for additional automation. It is preferred the proposing vendor be able to interface with the VOIP phone system.

## 1.3 Project Scope

The proposed solution will be based on a core driver license system that can be adapted to the specific business processes detailed below that are essential for providing driver license services to the public. The proposed system will be a complete working base system that will need additional applications and complicated interfaces. This approach will allow for speedy implementation and migrations of existing systems, interfaces, and business processes. This approach will allow a vendor to leverage industry best practices and procedures learned from other state modernization projects. The proposed solution must include automation of processes where possible. The proposed solution must meet all functional, technical, security, and legal requirements. Preferred items are provided and can be included in the proposed solution but are not required for submission in the proposal.

### 1.3.1 Mandatory Functional Requirements

The solution must provide a consolidated view of customer's information and correspondence and will provide a clearly defined process for completing customer transactions for the customer's individual scenario. The consolidated view will integrate all the customer's interactions with the ALEA Driver License Division and provide relevant account information to ALEA employees handling a walk-in contact, a telephone call, an e-mail query, or paper-based correspondence. The solution must allow customers to obtain information and transact business, which at minimum must allow the customer to transact with ALEA via in person, mail, telephone, and online. Solution must manage automated customer interactions and deliver DMV services via automated customer interactions (e.g., via self-service stations/kiosks, online portal) including other customer relationship management processes. The solution must provide the following services:

1. **Integrated Driver Licensing/Credentialing System:** Provide a full featured solution that includes a comprehensive Driver Licensing/Credentialing System via in person issuance, self-service issuance stations, and online issuance solution which will ensure a person meets specific screening and requirements under state and federal law to obtain a credential, providing a temporary credential to the customer, and provide a method to collect payment for credentials issued. A list of credentials is provided in **Appendix K**.
2. **Compliance and Sanctioning:** As appropriate, the customer's credential or driving privileges may be restricted or withdrawn, or penalties may be enforced depending on information received from the courts, from DMV of one or more other states, from law enforcement, or from other agencies. System must allow both automated and manual capabilities to:
  - A. Add action to driver record
  - B. Suspend Credential
  - C. Revoke Credential
  - D. Cancel Credential
  - E. Disqualify Credential
3. **Photo and Signature Capture:** Provide ability to capture applicant photo and signature during transaction.
4. **Reinstatement:** Provide ability to reinstate credential/driving privileges only after ensuring required amount of sanctions have been served and reinstatement fees have been paid. The proposed system must correctly calculate the sanctions and fees and adapt to changes implemented.

5. **Medical Eligibility:** Provide ability to document and track specific medical conditions related to driver safety.
6. **Data and Report Generation:** Provide capability to generate data and data reports to individuals and organizations individually and collect payments as allowed by state and federal law. Delivery methods must include print and digital formats and provide payment methods.
7. **Case Management:** Provide case management capabilities to collect documents and track all interactions with customers throughout the course of conducting business with ALEA Driver License Division.
8. **Insurance:** Provide capability to track insurance on drivers.
9. **Schools:** Provide educational institutions a method to transmit test scores and provide non-attendance information for students.
10. **Financial Management:** Point of sale system at all locations to support cash and electronic payments, allow printing of receipts, track and distribute funds collected, and process end of day reconciliation with robust reporting capabilities and automation for all accounting processes.
11. **Correspondence Engine:** Provide a customer centric correspondence engine to generate a multitude of different correspondence types/styles for various purposes.
12. **Reporting:** System must provide pre-designed and ad-hoc robust capabilities to provide statistical reports, financial reports, fraud detection reports, auditing reports, logging reports, and other reports as deemed necessary.
13. **Electronic Document Management:** Electronic capture, tracking, storage, and routing of documents at all locations to include workflow management capabilities to manage and control business transactions. System must allow retrieval of documents at all ALEA Driver License Offices. The existing PaperVision solution can be utilized with additional licenses purchased or a new system can be proposed with all historical data converted.
14. **Online Services:** Electronically receive and process transactions, provide transaction status, provide records, and receive payments.
15. **Voting:** System must provide capability to allow U.S. citizens who meet the required minimum age to register to vote during credential transactions.
  - A. The proposed solution must provide transmission of all voting registrations to the Alabama Secretary of State in accordance with the federal Help America Vote Act (HAVA) guidelines.
  - B. The proposed solution must provide a webservice available to the Alabama Secretary of State to provide an online real-time process to handle driver record inquiries to comply with the federal HAVA guidelines.
16. **Address Verification:** System must provide capability to verify address accuracy during transactions.
17. **Integration with External Interfaces:** System must allow integration with internal and external interfaces with web services and data exchanges listed in **Appendix L**.
18. **Data Exchanges:** Provide data extracts and other custom formatted data to external entities as approved by ALEA.
19. **Legislative Mandates:** Solution must be easily modifiable and expandable to accommodate and implement new legislation as passed.
20. **Facial Recognition:** Solution must be capable of interfacing with a facial recognition system.
21. **Vendor Recommendation:** Solution may include any modified or added service, feature and/or system that could benefit the ALEA Driver License Division or customers.

### 1.3.2 Technical Requirements

1. **Rules Driven Platform:** Provide a flexible, configurable business rules-driven platform managing end-to-end policy administration with an intuitive portal. The solution must incorporate a business rules engine for processing transactions.
2. **Scalability:** Solution must be scalable and have user interface that has a common look and feel across all applications, where possible.

3. **Real Time Updates:** Solution must provide updates to the system in real time as technology and business processes allow.
4. **Automation:** Solution must support automated administrative processing related to driver license system.
5. **Device Independent:** Solution must be browser, platform, and device independent, where possible.
6. **Auditing and Logging:** System must provide robust capabilities to provide auditing and logging of all activities.
7. **Service-Oriented Architecture:** Solution must be built using service-oriented architecture.
8. **Multi-tier Architecture:** Solution must be built on multi-tier architecture. For example, presentation tier, business logic tier, and data storage are maintained as independent tiers.
9. **Data Migration:** Solution must include migrating all data and applications off the state's mainframe. Solution must also include migration activities (discovery, clean-up, and migration) from legacy data sources.
10. **Availability:** Solution must be available 24 hours per day, 7 days per week, with scheduled time for appropriate maintenance.
11. **Backups:** Solution must ensure all systems and data are backed up and properly protected via physical security and encryption when stored as well as when moved across the network.
12. **Disaster Recovery:** Solution must provide disaster recovery and business continuity efforts.
13. **Virtual Environment:** Solution must maximize the use of virtual server environment for components that are compatible with a virtual environment.
14. **Data Exchange Capabilities:** Solution must provide multiple secure options for exchanging data with internal and external customers.
15. **Multiple Environments:** Solution must provide the capability for concurrent and multiple environments, development, test and production which can be configured and loaded to mimic a current production environment.
16. **Custom Query:** Solution must be capable of generating ad-hoc data and report requests.
17. **Additional Requirements:** During the modernization effort, it is expected vendor will determine other needs not documented herein are required and necessary to provide a fully functioning automated and modernized system. It is expected the vendor will perform implementation of other agreed upon needs as necessary to complete the modernization effort.

### 1.3.3 Security Requirements

Proposed solution must provide the utmost security to ensure compliance with all required state and federal security requirements. Additional security requirements are as follows:

1. **Role Based Security:** Solution must provide role-based user access to all applications and processes with defined user security levels (i.e. DLExaminer, DLSupervisor, DLHelpdesk, DLFraud, DLAdmin, Probate, Probate Supervisor, IT, ITAdmin, Admin, etc.).
2. **Social Security Number Protection:** Solution must have mechanisms in place to prevent the inadvertent disclosure of the individual's social security number and other personally identifying information to members of the public or to persons other than those persons who, in the performance of their duties and responsibilities, have a lawful and legitimate need to view the individual's social security number and other personally identifying information.
3. **Mask Data Elements:** Solution must have mechanism to mask any data element based on configurable rules and elements.
4. **Security and Application Patch Management:** Solution must implement automated software update tools to ensure the operating systems and third-party software used by the vendor's solution are running the most current security updates provided by the software vendor.
5. **Authentication:** Solution must provide at minimum 2-factor authentication.
6. **Encryption:** Ensure all data is encrypted at rest and in transit.

7. **IP Security:** Provide the ability to restrict access to the application for remote connections, by client IP address, or network address range.
8. **Anti-Virus:** Provide documented Anti-Virus (AV) Host based intrusion prevention and detection capabilities on all systems and interfaces including all mobile platforms.
9. **Inventory:** Maintain an accurate and up-to-date inventory of all technology assets with the potential to store or process ALEA DL information.
10. **Penetration Testing:** Penetration testing must be allowed against proposed solution before moving to production and at routine intervals with vendor agreeing to mitigate and resolve identified and reported vulnerabilities.
11. **Security Monitoring:** The solution must include robust security monitoring.
12. **Logging and Audit Trails:** The solution must provide robust logging and audit trails for all activities on the proposed solution.

### 1.3.4 Legal and Security Policy Requirements

Solution provided must comply with all state and federal laws, policies, or other requirements. A non-exhaustive list of compliance requirements is provided in **Appendix M**.

### 1.3.5 Preferred Items

The items below are considered as preferred and may be included in vendor's proposal but are not required:

1. **Hardware:** Replacing the current hardware used for driver license issuance and reinstatement to include desktops, laptops, monitors, cameras, credit card readers, signature pads, license bar code readers, keyboards, mice, temporary credential printers, scanners, etc. If hardware is not included in vendor's proposed solution, vendor must provide ALEA ample timeframe to purchase required equipment for solution.
2. **Server Platform:** Provide servers and/or hosting services to support solution. If solution does not include required server hardware or hosting services, vendor must include specifications for ALEA to purchase required hardware and any required software.
3. **Merchant Services:** Providing credit and debit card services and associated merchant bank card payment processing systems.
4. **Online Services:** Provide the ability for to conduct transactions online. If not included in proposal, vendor must provide interface to online services vendor to allow existing online services to continue.
5. **Correspondence Print and Mailing Services:** The method of correspondence generation, storage, and retrieval must be provided in the solution. The printing and mailing of correspondence can be handled by the proposed solution vendor or continue to be outsourced to approved state vendors.
6. **Card Design:** Update credential templates to meet or exceed current AAMVA security standards.
7. **Card Printing Services:** Provide credential printing and mail processing distribution services.
8. **Interactive Voice Response (IVR) Phone Integration:** Provide integration with state's Voice Over IP (VOIP) phone system to provide automation and expedite the service ALEA provides the customer and minimize the time allocation per call.
9. **STAARS Integration:** Provide integration with the state's accounting system to eliminate ALEA accounting staff manually entering financials from the driver license system into STAARS.
10. **Mandatory Liability Insurance (MLI) Penalties:** Provide capability to issue and track MLI civil penalties and sanction for nonpayment of MLI penalties.
11. **Financial Responsibility - Accident/Safety Claims:** Provide ability for public to file claims and allow ALEA to track all claims to include applying sanctions against drivers/credentials through final claim settlement.
12. **Driver License Hearings/ Driver License Fraud:** Provide capability for the public to request hearings and ALEA the ability to enter hearings and to track hearing requests to include assignment of case to ALEA hearing officer, scheduling of hearing, hearing disposition, and required correspondence to hearing requestor.

13. **Document Authentication and Verification Services:** Provide any enhanced or additional document authentication and verification services not mentioned in the requirements that vendor deems would benefit, add security, or enhance the solution provided to ALEA.

## 1.4 Vendor Project Planning and Management Requirements

The vendor will be expected to provide project planning and management to meet the requirements in the following sections.

### 1.4.1 Project Planning Schedule

Vendor is expected to maintain a schedule that allows full implementation of the newly modernized driver license system within 2 years of contract execution. Proposal must include the vendors milestones to accomplish project within 2 years. The milestones must demonstrate a marked step towards completion which can be verified by ALEA. Sample milestones could include, data migration, installation of core system, implementation of state specific rules and policies, interface development, various phases of testing, training, implementation milestones and final implementation.

### 1.4.2 Testing & Training Requirements

The vendor project plan must include the development of a comprehensive technical and business resources testing & training plan for the solution. Vendor should provide supporting documentation for testing/training processes, plans, and tracking on their solution.

### 1.4.3 Pilot-Rollout

The vendor must provide project planning to support legacy systems to modernization system cutover by developing a legacy system cutover and new module rollout plan in collaboration with the Project Manager to include coordinating tasks, timelines, and resources. The vendor will provide resources to prepare for and execute the pilot/rollout plan including supporting system testing and performance during the cutover period and through stabilization.

## 2 Vendor Requirements

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### 2.1 General Requirements

1. Vendor will have empowered personnel onsite throughout solution development, implementation, and deployment.
2. In the last 3 years, have in production at least two modernized integrated driver licensing systems in an AAMVA jurisdiction that took 3 or less years to implement. The solution must have been successfully deployed, fully functional, within budget and currently in operation. Vendor must provide documentation of this requirement with references.

### 2.2 Vendor Personnel

Vendor must provide, along with the proposal, an up-to-date resume or curriculum vitae of any individual who would be performing services under any executed contract. The vendor warrants that all persons assigned to the project shall be employees of the vendor or specified subcontractors and shall be fully qualified to perform the work required herein. Personnel employed by the vendor to fulfill the terms of the contract shall remain under the sole direction and control of the vendor. If vendor intends to outsource or subcontract any work to meet the requirements contained herein, such must be clearly stated in the proposal and details must be provided, including a name and description of the organization(s) being subcontracted. All forms and requirements of vendor per this RFP shall equally pertain to any subcontractor(s). Personnel commitments made in the vendor's proposal shall not be changed without the prior written consent of ALEA. Replacement of key personnel, if approved by ALEA, shall be with personnel of equal or greater ability and qualifications.

### 2.3 Vendor Personnel Security

The vendor must provide management to ensure each vendor and employee of said vendor involved in the project has a complete understanding of the importance of security standards and the application thereof. The vendor shall ensure each of their employees or subcontractor employees shall:

1. Provide and maintain appropriate safeguards.
2. Ensure the security and confidentiality of state confidential information.
3. Protect against any anticipated threats or hazards to the security or integrity of the state confidential information.
4. Protect against unauthorized access to or use of state confidential information that could cause harm or inconvenience to the State or any customer of the State.
5. Provide direct support to all external agency audits related to the solution. This will include producing artifacts necessary to successfully pass federal, state, and industry compliance audits related to IT and data security as well as ALEA DL operations pertaining to the vendor's solution.
6. Provide ALEA annual updates to the System Security Plan (SSP) and System Security Design (SSD) for the vendor's solution.
7. Ensure all vendor employees have complied with all ALEA CJIC required background check and security awareness training.
8. Ensure all vendor employees have reviewed and agreed to comply with the ALEA's Social Security Administration (SSA) Information Exchange Agreement (IEA).

### 2.4 Vendor Insurance

Liability insurance will be the responsibility of the vendor. Vendor must provide evidence of adequate insurance with its proposal and maintain adequate insurance coverage for the duration of any executed contract. Any subcontractor utilized by vendor will be subject to these insurance requirements as well.



## 3 Proposal Requirements

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### 3.1 General Requirements

The proposal must include details on how the vendor will meet each section of the Project and Vendor requirements.

1. Proposal should describe the project methodology vendor intends to use to manage the delivery of the software solution. Describe how each of the following areas will be managed:
  - a. Change Management
  - b. Risk and Issue Management
  - c. Communication Management
  - d. Stakeholder Management
  - e. Human Resource Management
  - f. Quality Management
  - g. Cost Management
  - h. Time Management
  - i. Scope Management
  - j. Integration Management
  - k. Budget Management
2. Proposal must include details of how the vendor intends to meet the Project Scope to include each of the functional, technical, security, and legal policy requirements detailed in this RFP.
3. Proposal must include details of how the vendor intends to meet each of the vendor project planning and management requirements detailed in this RFP.
4. Proposal needs to describe how interfaces used by all jurisdictions will be implemented. Example interfaces could include the known AAMVA interfaces, PDPS, CDLIS, SSOVL, State to State (S2S) and DHS's SAVE.
5. The proposal must include the support and management plan of the proposed solution as follows:
  - a. Vendor must provide support and maintenance services for solution which includes during the project rollout, after implementation for ongoing software updates, and regular upgrades to keep product current as agreed upon in contract awarded to winning proposal.

### 3.2 Pricing

The vendor shall address several options for pricing to include:

1. Pricing models for vendor hosted solution and/or ALEA hosted solution or other alternative.
2. Full cost of solution and a price per card (based on 1.2 million annual average produced) payment option. Other alternative financing options can be provided in addition to the required options.
3. The total cost of a resulting contract as a fixed fee for the services to be provided throughout the service contract, to be utilized at the sole option of ALEA. The resulting contract shall not exceed the total cost quoted by vendor in its proposal based on the services required herein.
4. All applicable rates and an itemized breakdown of costs (direct and indirect) based on the services that will be required. If multiple individuals may provide service under an executed contract, this information must be provided for each individual if rates and/or costs will vary per individual. Failure to provide costs for all services required by this RFP may result in a proposal being considered non-compliant.

### 3.3 Form and Content of Proposals

One (1) original paper or hard copy of the proposal must be submitted along with four (4) additional paper or hard copy proposals, including copies of completed/notarized required documents. Vendors must additionally

submit an electronic copy of responsive proposals and all attachments on a USB drive. The proposal package must be fully sealed and properly labelled with Vendor's name, proposal opening date, and RFP number. Proposals should be marked, "sealed proposal, do not open." Failure to submit the required number of copies in this requested format may prevent a vendor's proposal from being evaluated.

An authorized representative of Vendor must sign the original proposal with any changes made in ink in all required places. ALEA will consider the person who signs vendor's proposal to be the point of contact for all matters pertaining to the proposal unless vendor expressly designates another person in writing. By signing the proposal, vendor agrees to be bound by all terms and conditions of the RFP. Any exceptions to the specified terms and conditions must be clearly set forth in vendor's proposal and are subject to ALEA's acceptance of the same. Vendor may be deemed non-responsive if its proposal contains exceptions to the terms and specifications of the RFP.

If the organization submitting a proposal intends to outsource or subcontract any work to meet the requirements contained herein, such must be clearly stated in the proposal and details must be provided, including a name and description of the organization(s) being contracted. All forms and requirements of Vendor per this RFP shall equally pertain to any subcontractor(s). If Vendor will be utilizing any Subcontractors, the Vendor is responsible for obtaining the certificate(s) of insurance required herein under from all Subcontractor(s). The Vendor is also responsible for ensuring Subcontractor(s) maintain the insurance required until completion of the contract requirements. The Vendor shall not allow any Subcontractor to commence work on any Subcontractor.

Proposals submitted by "Express/Overnight" services must be in a separate inner envelope/package, sealed, and identified as stated above.

Vendor's proposal must include the complete name, address, mailing address, e-mail address and direct telephone number of the person ALEA should contact regarding the proposal.

Vendor's proposal must include the following forms which are available for download at <https://www.alea.gov/resources/request-proposal>:

- Coversheet;
- Vendor Authorization Form to Submit Proposal;
- Vendor Disclosure Statement ("Proposal Box" must be checked on this form) (Please note: a separate Vendor Disclosure Statement (with the "Contract Box" checked must be completed by the successful vendor to accompany any executed contract.) A copy of the successful vendor's completed disclosure statement shall be filed with ALEA and the Alabama Department of Examiners of Public Accounts and submitted to the Contract Review Permanent Legislative Oversight Committee. Any disclosure statement filed pursuant to Alabama Code Section 41-16-85 will be public record.);
- Corporate Acknowledgement Statement (Must be included with proposal if applicable. If not applicable, vendor must include an explanation of inapplicability with the proposal.);
- Copy of vendor's Certificate of Authority (issued by the Alabama Secretary of State);
- Immigration Status Form (By submitting a proposal, vendor specifically warrants that vendor does not and will not knowingly employ, hire, or continue to employ an unauthorized alien within the State of Alabama.);
- Certificate of Compliance with Act 2016-312;
- Certificate of Compliance with the Beason-Hammon Alabama Taxpayer and Citizen Protection Act;
- Copy of vendor's full e-verify MOU; and valid tax ID (W-9 form).

- The proposal must address all requirements of this RFP and provide all information requested. Failure to comply with the requirements of the RFP will result in the disqualification of vendor's proposal. Proposals submitted on reduced and/or mutilated forms will be rejected.

Proposals should be returned to:

ATTN: Beverly Anderson  
Alabama Law Enforcement Agency, Accounting Division  
301 South Ripley Street  
Montgomery, AL 36104

*\*Proposals may be returned via Express/Overnight mail to street address only*

The proposal package must be properly sealed and labelled with vendor's name, proposal opening date, and RFP number. Proposals should be marked, "sealed proposal, do not open."

Whether proposals are mailed, hand delivered, or delivered by express mail, they must be delivered to the ALEA Accounting Division at the address shown above.

Faxed, electronic, or oral proposals will not be accepted.

ALEA reserves the right to seek and receive necessary clarification/supplementation from vendors within five (5) days of receiving responsive proposals and prior to awarding any contract. Clarification/supplementation during this time will be limited to ensuring compliance with requirements, forms, and certifications and is not the opportunity for a vendor to modify its proposal.

Note: ALL responsive vendors must be registered to perform business with the State of Alabama to be awarded a state contract. A copy of the State Vendor Application and information pertinent to doing business with the State of Alabama is available online at: <https://procurement.staars.alabama.gov>. Registration is required every three (3) years. Applications should be submitted to the Purchasing Division of the Alabama Department of Finance. Additionally, all vendors providing service under any state contract must be registered in the State of Alabama Accounting System (STAARS) to receive payment for services rendered.

### 3.4 Date Proposals Received

Sealed proposals will be received until **(4:00 P.M. CST, October 25, 2019)**. Proposals must be received by this date and time to be considered by ALEA.

All proposals received after the appointed deadline for receipt, whether by mail or otherwise, will be returned unopened. The time of receipt shall be determined by the time received at the address noted above. Vendors have the sole responsibility for assuring that proposals are received by ALEA by the designated date and time.

Proposals will remain firm and unaltered after opening for one-hundred and twenty (120) days after the proposal due date or until ALEA signs a contract with another vendor, whichever is earlier. ALEA may accept vendor's proposal at any time during the proposal firm time, subject to successful contract negotiations.

### 3.5 Certifications Based on Proposal Submission

By submitting a proposal, vendor warrants acceptance and agreement with all terms and conditions presented in this RFP and further certifies that vendor is legally authorized to conduct business within the State of Alabama and will comply with providing the services described.

Vendor warrants by submitting a proposal that all statements contained in the proposal are true and correct.

By submitting a proposal, vendor warrants that neither vendor nor any of vendor's trustees, officers, directors, employees, agents, servants, volunteers, subcontractors, etc. is a current employee of ALEA and that no such individuals have been employed by ALEA within a two (2) year window preceding the issuance of this RFP. During the term of any awarded contract, vendor shall be responsible for ensuring compliance with this requirement.

Vendor certifies by submission of a proposal that vendor has not publicly or privately colluded with any other vendor or any State of Alabama employee, whether employed by ALEA or otherwise.

Vendor certifies by submission of a proposal that it has disclosed and agrees to be held by a continuing obligation to disclose financial and other interests (public or private, direct or indirect) that may pose a potential conflict of interest or which may conflict in any manner with vendor's obligations and performance of an awarded contract. Vendor shall not employ any individual with a conflict of interest to perform any service described in this RFP.

By responding to this solicitation, vendor will be held to have read and thoroughly examined the RFP. Failure to read and thoroughly examine the RFP will not excuse any failure to comply with the requirements of the RFP or any resulting contract, nor will such failure be the basis for any claim for additional compensation.

### 3.6 Proposal Opening

Properly identified proposals will be securely kept and will remain unopened until time of proposal opening on **October 28, 2019 at 10:00am** in the Magnolia Conference Room. ALEA does not accept responsibility for the premature openings of proposals not properly identified or the late arrival of a proposal for whatever reason. Proposal opening will be held in the ALEA Accounting Division Magnolia Conference Room, 301 South Ripley Street, Montgomery, AL 36104. Proposal opening is not to be construed as meaning any vendor meets all specifications as set out in the proposal.

### 3.7 Modifications/Suspected Errors/Clarifications

Vendor may make a written request to modify or withdraw the offer at any time prior to opening. No oral modifications will be allowed. Such requests must be addressed and labeled in the same manner as the original proposal and plainly marked Modification to (or Withdrawal of) Proposal. Only written requests received by ALEA prior to the scheduled opening time will be accepted. ALEA will supplement original proposals received with accepted written modification requests.

If a vendor suspects an error, omission, or discrepancy in this solicitation, vendor must immediately notify ALEA's designee in writing, Beverly Anderson, at the above stated address or by email ([Beverly.Anderson@alea.gov](mailto:Beverly.Anderson@alea.gov)). ALEA will issue written instructions if appropriate and make any necessary changes available to all interested parties by posting the same on ALEA's website, [www.alea.gov](http://www.alea.gov). It is the responsibility of all interested vendors to monitor this webpage for announcements regarding this RFP.

If a vendor considers any part of this RFP unclear, that vendor is expected to make a written request for clarification, prior to the submission of their proposal. Requests for clarification should be sent to Beverly Anderson, via email, [Beverly.Anderson@alea.gov](mailto:Beverly.Anderson@alea.gov). All requests for clarification must be submitted by **(4:00 P.M. CST, September 16, 2019)**. Requests for clarification emails should include in the subject line **"RFP (19000000008)"**. ALEA will respond in writing or by email to all such requests if a response is deemed

appropriate. ALEA's response will state the request for clarification followed by a statement of clarification. A copy of the response will be provided to all eligible vendors by posting the same on ALEA's website, [www.alea.gov](http://www.alea.gov). It is the responsibility of all interested vendors to monitor this webpage for announcements regarding this RFP.

Amendments to this RFP, if issued, will be made available to all interested vendors registered through the Alabama Department of Finance's Purchasing Division as required and by posting the same on ALEA's website, [www.alea.gov](http://www.alea.gov). The amendment(s) will incorporate the clarification or change and provide a new date and time for new or amended proposals. It is the responsibility of all interested vendors to monitor this webpage for announcements regarding this RFP.

### 3.8 Oral Presentations/Vendor Interviews

ALEA may request an oral presentation or conduct interviews to support vendor's written proposal.

## 4 Evaluation and Selection

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### 4.1 Evaluation and Method of Selection

ALEA will designate a Proposal Evaluation Committee to be made up of ALEA Staff to include DL and IT staff. ALEA reserves the right to include a qualified expert with relevant experience to participate in proposal evaluations. The Proposal Evaluation Committee will then make a recommendation to the Secretary of ALEA or designee who will make the final award decision.

Vendor selection will be based on the proposal that meets or exceeds the requirements set forth in this RFP. Proposals will be evaluated based on the quality and completeness of the information provided. Vendors must provide comprehensive statements that illustrate their understanding of the proposed contract requirements.

Any vendor whose proposal does not meet the mandatory requirements and does not provide a primary proposal that meets all the required specifications of the RFP will be considered non-compliant.

Proposal evaluations will be scored based on the response to the requirements of this RFP and held as the primary proposal. Alternative proposals will not be considered as the basis for the evaluation of the successful vendor. All proposals received will become the property of ALEA. ALEA further reserves the right to use for its benefit the ideas contained in proposals received.

After the evaluation of proposals received and selection of the successful vendor, the selection and the award will be posted on the agency's website, [www.alea.gov](http://www.alea.gov). Upon ALEA selecting a vendor's proposal for contract negotiations, ALEA will send the vendor written notice. Notice letters sent or posted during proposal firm time, or during any extension thereof, will extend the proposal firm time until such time as ALEA signs a contract or determines negotiations with the vendor have failed. Receipt or posting of a notice of award is not the equivalent of a contract with ALEA. ALEA anticipates making a vendor selection within no more than **7 business days** from the date scheduled for proposal opening but reserves the right for an extension of time as required.

### 4.2 Evaluation Criteria

ALEA's Proposal Evaluation Committee will evaluate proposals using the following criteria:

Experience, Expertise, Knowledge, Stability, and Reputation of Vendor (35%)  
Understanding and Responsiveness to RFP (25%)  
Proposed Budget (40%)

## 5 Award and Contract

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### 5.1 Proposed Contract Terms and Conditions

General terms and conditions provided by the Alabama Department of Finance through the STAARS Purchasing System are hereby incorporated into this RFP by reference.

A standard agency contract will be required. Upon acceptance of Vendor's proposal by ALEA, the parties will execute a formal contract, in writing, duly signed by the proper parties thereto, which shall be subject to review by the Contract Review Permanent Legislative Oversight Committee of the State of Alabama and the approval and signature of the Governor of the State of Alabama. Vendor will assume responsibility for providing services under the executed contract on the effective date of the contract, which will be the date of approval and signature of the Governor of Alabama or her designee. The executed contract will not be effective until it has received all requisite state government approvals. Vendor shall not begin performing services thereunder until notified by ALEA. Vendor will not be entitled to compensation for work or services performed prior to the effective date of the contract.

ALEA is not responsible for and will not pay or reimburse any associated cost incurred by vendor in the preparation and submission of vendor's proposal or in any processes associated with vendor's participation, regardless of whether vendor is selected.

This RFP does not, by itself, obligate ALEA; such obligation shall commence only upon the execution of any approved contract. However, part or all this RFP may be incorporated into any executed contract, along with Vendor's proposal. ALEA hereby reserves the right to add terms and conditions during contract negotiations, within the scope of this RFP.

The anticipated initial contract term for this RFP is 2 years with annual renewal options thereafter. When provided for in any executed contract, ALEA has the sole option to exercise renewal options. Unless otherwise provided by any executed contract, the holding over of the contract, excluding any exercised renewal options, will be considered a month-to-month extension and all other terms and conditions shall remain in full force and effect. To be effective, any renewals must also be submitted and approved by the Alabama Contract Review Permanent Legislative Oversight Committee and require the approval and signature of the Governor of the State of Alabama.

The selected vendor may be required to enter into contract negotiations at the discretion of ALEA. If an agreement cannot be reached to the satisfaction of ALEA, ALEA may reject the vendor's proposal or revoke the selection and begin negotiations with another qualified and responsive vendor.

## 5.2 Cost of Resulting Contract and Billing

The resulting contract shall not exceed the total cost quoted by vendor in its proposal based on the services required herein.

Vendor will be required to submit invoices to ALEA for services provided pursuant to a services contract.

Vendor will be responsible for the payment of all applicable state, county, municipal, and federal taxes, including sales tax, and any other taxes imposed by other governmental entities so authorized. Vendor shall not bill ALEA for any taxes unless a statement is attached to the bill identifying the tax and showing why it is legally chargeable to ALEA. If it is determined that taxes are legally chargeable to ALEA, ALEA will pay the tax as required. State and federal tax exemption information is available upon request. ALEA does not warrant that the interest component of any payment is exempt from income tax liability.

All payments will be made to conform to State fiscal year requirements, notwithstanding any contrary provision in the contract. This may include prorating payments that extend beyond the end of ALEA's fiscal year.

## 5.3 Reservations

In addition to any other reservations made herein, ALEA hereby reserves the right to cancel this RFP; to reject any or all proposals; to reject individual proposals for failure to meet any requirement; to award by item, part or portion of an item, group of items, or total; and to waive minor defects and/or seek additional proposals; and also reserves the right to award one or more professional service contracts that ALEA determines to be in the best interest of the state and ALEA. All services may be awarded to one (1) professional service provider or ALEA may award different services described in the RFP to different providers.

ALEA reserves the right to award the contract to a vendor other than the lowest-priced vendor, if a higher-priced proposal provides the best value as determined by ALEA.

Submission of a proposal confers on vendor no right to a selection or to a subsequent contract.

This process is only for the benefit of ALEA and is to provide ALEA with competitive information to assist in the selection process. All decisions on compliance, evaluation, terms, and conditions will be made solely at the discretion of ALEA.



# Appendix A - Summary Statistics Information for the ALEA Driver License Division in 2018

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## **Alabama Driver License Service Locations**

- ALEA District Offices: 12
- ALEA Field Offices: 62
- County Operated Offices: 109

## **Alabama Driver License Staffing**

- DL Examiners: 140
- DL Specialists: 26
- DL Supervisors: 13
- DL Manager: 1
- Driver License Headquarters: 80+

## **Exams**

- Vessel Knowledge Test: 27,050
- CDL Skills Test: 994
- CDL Knowledge Test: 38,068
- DL Skills Test: 64,318
- DL Knowledge Test: 138,501
- Motorcycle Knowledge Test: 10,068

## **Removals Administered**

- CDL Disqualified: 540
- DL Suspensions: 49,112
- DL Revoked: 20,344
- DL Cancelled: 60,619

## **CDL/Medical Unit**

- Received 58,718 phone calls
- Reviewed 19,198 medical forms
- Mailed out 145 letters
- Helped 267 walk-in customers
- Reinstated 9,332 drivers
- Received 13,479 pieces of mail
- Worked 9,441 follow-ups
- Scanned 155,277 forms to PaperVision
- Entered 5,430 Haz-Mat background approvals
- Received 53,220 faxes
- Received and answered 43,839 emails
- Returned 592 documents
- Processed 70,124 medical certifications
- Processed 11,806 self-certifications
- Verified 26,959 driver licenses

**Driver Improvement Unit**

- Processed 2,067 suspensions for violation of the School Enrollment Act
- Responded to 32,143 customer phone calls
- Reviewed 1,521 National Driver Registry hits which resulted in the cancellation of 314 drivers
- Corrected 5,489 errors on driving records
- Renewed 1,250 licenses for individuals temporarily out of state

**Driver Services Unit**

- Answered 31,691 calls regarding no receipt of license or ID card in the mail
- Answered 5,366 emails regarding no receipt of license or ID card in the mail
- Received 17,730 licenses and ID cards returned by the post office due to bad addresses
- Released 10,271 licenses and IDs card not received by mail or returned
- Scanned 288,185 documents submitted by individuals and law enforcement agencies
- Entered 4,946 license documents received from individuals and law enforcement agencies
- Updated 10,508 records with new addresses
- Re-mailed/returned 7,253 licenses and IDs cards to individuals

**Reinstatement Unit**

- Assisted 13,562 walk-in customers
- Processed 6,723 credit card payments for reinstatements, MVRs and crash reports over the phone.
- Reinstated 16,712 records
- Processed 208 refund requests
- Sold 3,674 MVRs, 318 Lifetime MVRs and 895 accident reports
- Processed 12,438 faxes

**Records Unit:**

- 16,813 driving abstracts requested by the courts
- 11,160 accident reports via mail, walk-ins and from ALDOT
- Sold 8,864 MVR's & 642 Lifetime MVRs via walk-ins & mail
- Sold 4,156 MVRs over the phone by credit card
- 64,286 in-state tickets & 56,110 out-of-state tickets

**Hearing/Fraud Unit**

- There have been 3,022 hearing requests processed

**Mandatory Liability Insurance Unit**

- Calls Received: 5,452
- MLI initial letters sent: 25,200
- MLI suspension letters sent: 10,201

## Appendix B – ALEA Driver License Offices

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### ALEA Driver License District Offices

	<b>County</b>	<b>District/ Location</b>	<b># Issuance stations/ fixed</b>	<b>Reinstatement Stations</b>
1	Mobile	3400 Demetropolis Road Mobile, AL 36693	7	
2	Conecuh	106 Hillcrest Drive Evergreen, AL 36104	2	
3	Houston	5679 Montgomery Highway Dothan, AL 36303-9320	6	
4	Tuscaloosa	2645 Skyland Blvd. E Tuscaloosa, AL 35405	5	
5	Dallas	101 Church St. Room 101 Selma, AL 36701	5	
6	Montgomery	1040 Coliseum Blvd. Montgomery, AL 36110	6	
7	Lee	1220 Fox run Parkway Suite 102-103 Opelika, AL 36801	5	
8	Colbert	4500 Hatch Blvd. Sheffield, AL 35660	5	
9	Morgan	P.O. Box 1109 Decatur, AL 35602	5	
10	Madison	1115-A Church Street Huntsville, AL 35801	11	
11	Jefferson	908 Bankhead Highway W Birmingham, AL 35204	7	
12	Calhoun	1703 Pelham Road S Jacksonville, AL 36265	4	

## ALEA Driver License Field Offices

	County	City/Location	# of Issuance stations/ fixed	Utilizes travel / laptop Stations	Self Service Issuance Station
1	Autauga	218 N Court St, Prattville AL 36067	1		
2	Baldwin	Baldwin Co Sat CH 201 E Section Ave, Foley AL 36535	2		1
3	Baldwin	300 Hoyle Ave, Bay Minette AL 36507		*	
4	Baldwin	1100 Fairhope Ave, Fairhope, AL 36532	2		
5	Barbour	Barbour County CH, 303 E Broad St, Eufaula AL 36027		*	
6	Bibb	Bibb Co CH Annex, 8 Court Square W Suite A, Centreville AL 35042		*	
7	Blount	1000 Lincoln Ave Suite 300, Oneonta AL 35121	1		
8	Bullock	Union Springs Police Dept, 303 N Prairie St, Union Springs AL 36089		*	
9	Butler	Butler Co CH, 101 S Conecuh St, Greenville AL 36037		*	
10	Chambers	9 Jane Place, Lafayette AL 36862		*	
11	Cherokee	260 Cedar Bluff Rd, Centre AL 35960	1	*	
12	Chilton	Chilton Co CH, 500 2nd Ave N, Clanton AL 35045	1	*	
13	Choctaw	117 S Mulberry, Butler AL 36427		*	
14	Clarke	146 Clark St, Grove Hill AL 36451		*	
15	Clay	County Extension Bldg, 93 County Rd 31, Ashland AL 36251		*	
16	Cleburne	120 Vickery St Ste 105, Heflin AL 36264		*	
17	Coffee	1015 E McKinnon St, New Brockton AL 36351		*	
18	Coosa	309 Jackson St, Rockford AL 35136		*	
19	Covington	Covington County CH, 1 Court Square, Andalusia AL 36420		*	
20	Crenshaw	Crenshaw Co CH, 301 Glenwood Ave, Luverne AL 36049		*	
21	Cullman	Cullman Co CH, 500 2nd Ave SW, Cullman AL 35055	2		
22	Dale	Ozark Hwy 123 S, Ozark AL 36360	202	*	
23	DeKalb	1209 Forest Ave N, Fort Payne AL 35967	1		
24	Elmore	100 Commerce St STE 109, Wetumpka AL 36092	1	*	

	County	City/Location	# of Issuance stations/ fixed	Utilizes travel / laptop Issuance Stations	Self Service Issuance Station
25	Escambia	Escambia Co CH, 314 Belleville Ave, Brewton AL 36426		*	
26	Etowah	Building T-24 Rains St, Gadsden AL 35905	3		
27	Fayette	Fayette Co CH Annex, 103 1st Ave NE, Fayette AL 35555		*	
28	Franklin	Franklin Co CH, 410 N Jackson Ave, Russellville AL 35653		*	
29	Geneva	Geneva Co CH, 200 N Commerce St, Geneva AL 36340		*	
30	Greene	Green Co CH, 400 Morrow Ave, Eutaw AL 35462		*	
31	Hale	701 Hall St, Greensboro AL 36744		*	
32	Henry	Henry Co CH, 101 Court Square, Abbeville AL 36310		*	
33	Jackson	102 E Laurel St, Scottsboro AL 35768	1	*	
34	Jefferson	Bessemer CH, 1801 3rd Ave, Bessemer AL 35020	3		
35	Lamar	Lamar County Jail, 1118 County Rd 9, Vernon AL 35592		*	
36	Lawrence	14451 Market St Suite 150, Moulton AL 35650	1		
37	Limestone	100 S Clinton St Ste C, Athens AL 35611	1		
38	Lowndes	105 E Tuskeena St, Hayneville AL 36044		*	
39	Macon	Gomillion Bldg 302 S Main St, Tuskegee AL 36083		*	
40	Madison	Redstone Arsenal, Bldg 3220, Huntsville AL 35808	1		
41	Marengo	101 N Shiloh St, Linden AL 36784		*	
42	Marion	4521 Military St S, Hamilton AL 35570	2		
43	Marshall	357 Blount Ave, Guntersville AL 35976	2		
44	Monroe	121 Pineville Rd, Monroeville AL 36460		*	
45	Montgomery	ALEA HQ, 301 S Ripley St, Montgomery AL 36102	1		1
46	Perry	Perry Co CH Annex, 1710 S Washington St Ste 104, Marion AL 36756	1	*	
47	Pickens	155 Reform St., Carrollton AL 35447		*	
48	Pike	Pike Co CH, 120 W Church St, Troy AL 36081		*	
49	Randolph	Randolph Co CH, 1 S Main St, Wedowee AL 36278	1	*	
50	Russell	1320 Broad St, Phenix City AL 36867	2		
51	Shelby	104 Depot St, Columbiana AL 35186	2		

	County	City/Location	# of Issuance stations/ fixed	Utilizes travel / laptop Issuance Stations	Self Service Issuance Station
52	Shelby	Shelby Co CH, Annex, 1018 Co Services Dr Pelham AL 35124	5		
53	St. Clair	48 Court St, Ashville AL 35953	1		
54	St. Clair	St. Clair Co CH, 1815 Cogswell Ave, Pell City AL 35125	2		
55	Sumter	104 Hospital Dr, Livingston AL 35470		*	
56	Talladega	Talladega Co CH, 1 Court Square, Talladega AL 35160	2		
57	Tallapoosa	Tallapoosa Co CH Annex, 395 Lee St, Alex City AL 35010		*	
58	Walker	Walker Co CH, 1801 3rd Ave S, Jasper AL 35501	2		
59	Walker	Bevill State Comm College, 101 State St, Sumiton AL 35148	2	*	
60	Washington	Washington Co CH, 45 Court St, Chatom AL 36518		*	
61	Wilcox	219 Claiborne St, Bldg 3 Suite D, Camden AL 36726		*	
62	Winston	Double Sp Municipal Bldg, 23415 Hwy 195, Double Springs AL 35553		*	

**\*ALEA has 32 travel laptop devices for driver license issuance. The locations that utilize travel laptop systems have some of the peripherals such as the temporary printer credential required to issue licenses at each location to eliminate the need to carry all peripherals from office to office.**

## Appendix C – Probate Judge or Designated Office that provides Driver License Issuance Services

	County	Address	# of Issuance stations /fixed
1	Autauga	176 W Fifth St, Prattville AL 36067	1
2	Baldwin	220 Courthouse Square, Bay Minette AL 36507	1
3	Baldwin	1100 Fairhope Ave, Fairhope AL 36532	1
5	Baldwin	201 E Section Ave, Foley AL 36535	1
6	Baldwin	2251 Palmer St, Robertsedale AL 36567	1
7	Barbour	1 Court Square, Clayton AL 36106	1
8	Barbour	303 E Broad St, Eufaula, Alabama 36027	1
9	Bibb	8 Court Square W Ste A, Centreville AL 35042	1
10	Bibb	25813 Hwy 5 Ste D, Woodstock AL 35188	1
11	Blount	306 2nd Ave E, Hayden AL 35079	1
12	Blount	220 2nd Ave E R 101, Oneonta AL 35121	1
13	Bullock	217 N Prairie St, Union Springs AL 36089	1
14	Butler	Butler County Probate Judge, 700 Court Square, Greenville, AL 36037	1
15	Calhoun	1702 Noble St, Suite 107, Anniston AL 36201	1
16	Calhoun	109 Center Ave N, Piedmont AL 36727	1
17	Chambers	2 S Lafayette St Ste B, Lafayette AL 36862	1
18	Chambers	610 S Gilmer Ave, Lanett AL 36863	1
19	Cherokee	260 Cedar Bluff Rd, Suite 101, Centre AL 35960	1
20	Chilton	500 2nd Ave N, Clanton AL 35045	1
21	Choctaw	117 S Mulberry St Ste 9, Butler AL 36904	1
22	Clarke	114 Court St, Grove Hill AL 36451	1
23	Clay	25 Court Square, Ashland AL 36251	1
24	Cleburne	120 Vickery St Ste 101, Heflin AL 36264	1
25	Coffee	230 N Court Ave, Elba AL 36323	1
26	Coffee	101 S Edwards St, Enterprise AL 36330	1
27	Colbert	201 N Main St, Tuscumbia AL 35674	1
28	Conecuh	111 Court St Rm 104, Evergreen AL 36401	1
29	Coosa	9709 US Highway 231, Rockford AL 35136	1
30	Covington	1K N Court Square, Andalusia AL 36420	1
31	Crenshaw	29 S Glenwood Ave, Luverne AL 36049	1
32	Cullman	500 2nd Ave SW #101, Cullman AL 35055	1
33	Dale	100 E Court Square, Ozark, Alabama 36360	1
34	Dallas	105 Lauderdale St, Selma, Alabama 36702	1

	County	Address	# of Issuance stations /fixed
35	DeKalb	300 Grand Ave SW Ste 100, Fort Payne AL 35967	1
36	DeKalb	42 Church Ave S, Rainsville AL 35986	1
37	Elmore	4864 Main St, Millbrook AL 36054	1
38	Elmore	100 Commerce Street, Wetumpka AL 36092	1
39	Escambia	8600 Highway 31, Atmore, AL 36502	1
40	Escambia	314 Belleville Ave, Brewton AL 36426	1
41	Etowah	800 Forrest Ave Rm 122, Gadsden AL 35901	2
42	Fayette	113 Temple Ave N, Fayette AL 35555	1
43	Franklin	410 N Jackson Ave, Russellville AL 35653	1
44	Geneva	200 N Commerce St, Geneva AL 36340	1
45	Greene	400 Morrow Ave, Eutaw AL 35462	1
46	Hale	1001 Main St Ste 9, Greensboro AL 36744	1
47	Henry	101 Court Square Ste A, Abbeville AL 36310	1
48	Houston	462 N Oates St, Dothan AL 36303	2
49	Jackson	102 E Laurel St Ste 11, Scottsboro AL 35768	1
50	Jefferson	1801 3rd Ave N Rm 109, Bessemer AL 35020	2
51	Jefferson	651 Main Street, Gardendale, AL 35071	1
52	Jefferson	716 Richard Arrington, Jr Blvd N Rm A-100, Birmingham AL 35203	2
53	Jefferson	2651 Center Point Parkway, Center Point, AL 35215	2
54	Jefferson	1901 Hoover Court, Hoover, AL 35226	1
55	Lamar	44690 Hwy 17, Vernon AL 35592	1
56	Lauderdale	102 S Court St, Florence AL 35630	1
57	Lawrence	14551 Market St, Suite 130, Moulton AL 35650	1
58	Lee	1266 Mall Pkwy, Auburn AL 36830	1
59	Lee	215 S 9th St, Opelika AL 36801	1
60	Limestone	100 S Clinton St Ste B, Athens AL 35611	1
61	Lowndes	1 S Washington St, Hayneville AL 36040	1
62	Macon	101 E Rosa Parks Ave, Tuskegee AL 36083	1
63	Madison	100 North Side Sq Rm 108, Huntsville AL 35801	1
64	Madison	Parkway Place, 2801 S Mem Pkwy #100, Huntsville AL 35801	1
65	Madison	3750 Hwy 53 NW Ste W, Huntsville AL 35806	1
66	Madison	5496 Main Drive, New Hope AL 35670	1
67	Madison	100 Plaza Blvd, Madison AL 35758	1
68	Madison	Flint River Crossing Shopping Center, 12290 Highway 231/431 #J, Meridianville AL 35759	1
69	Madison	3494 Honest John, Redstone Arsenal AL 35808	1
70	Marengo	101 E Coats Ave, Linden AL 36748	1



	County	Address	# of Issuance stations /fixed
71	Marion	132 Military St S, Hamilton AL 35570	1
72	Marshall	5950 US Hwy 431 Ste 16, Albertville AL 35950	1
73	Marshall	425 Gunter Ave, Suite 110, Guntersville AL 35976	1
74	Mobile	19135 S Main St, Citronelle AL 36522	1
75	Mobile	4557 St Stephens Rd, Eight Mile AL 36613	2
76	Mobile	Michael Square, 3925-F Michael Blvd, Mobile AL 36609	4
77	Mobile	Courthouse Annex, 151 Government St, Mobile AL 36602	1
78	Mobile	5808 US Highway 90 W, Suite D, Theodore AL 36582	2
79	Monroe	65 N Alabama Ave, Monroeville, AL 36460	1
80	Montgomery	Courthouse Annex III, 2nd Floor, 101 S Lawrence St, Montgomery AL 36104	1
81	Montgomery	Probate West, 3075 Mobile Highway, Montgomery AL 3610	2
82	Montgomery	Probate East, Eastmont, 5449 Atlanta Highway, Montgomery AL 36109	3
83	Montgomery	3425 McGehee Rd. Montgomery, AL 36111	2
84	Morgan	302 Lee St NE, Decatur AL 35602	1
85	Morgan	Crestwood Shopping Center, 241 Hwy 31 S - Suite 10, Hartselle AL 35640	1
86	Morgan	Morgan County District 4 Shop, 423 Union Hill Rd, Somerville AL 35670	1
87	Perry	300 Washington St Ste 105, Marion AL 36756	1
88	Pickens	50 Courthouse Square, Rm 106, Carrollton AL 35447	1
89	Pike	120 W Church St, Troy AL 36081	1
90	Randolph	1 Main St S, Wedowee AL 36278	1
91	Russell	1000 Broad St, Phenix City AL 36868	2
91	Shelby	104 Depot St, Columbiana AL 35051	1
92	Shelby	310 Inverness Corners Shopping Ctr, Hoover AL 35242	1
93	Shelby	1018 County Services Dr, Pelham AL 35124	2
94	St. Clair	129 165 5th Ave, Ashville AL 35953	1
95	St. Clair	1815 Cogswell Ave Ste 212, Pell City AL 35125	1
96	Sumter	115 Marshall St, Livingston AL 35470	1
97	Talladega	201 8th Ave SW, Childersburg AL 35044	1
98	Talladega	Sylacauga Annex, 400 N Norton Ave, Sylacauga AL 35150	1
99	Talladega	1 Court Square, Talladega AL 35160	1
100	Tallapoosa	Tallapoosa Co CH Annex, 395 Lee St, Alex City AL 35010	1
101	Tallapoosa	125 N Broadnax St, Room 126, Dadeville AL 36853	1
102	Tallapoosa	3 Freeman Ave, Tallassee AL 36078	1
103	Tuscaloosa	3500 McFarland Blvd, Northport AL 35476	1

	<b>County</b>	<b>Address</b>	<b># of Issuance stations /fixed</b>
104	Tuscaloosa	2501 7th St Ste 100, Tuscaloosa AL 35401	1
105	Tuscaloosa	1514 Skyland Blvd E, Tuscaloosa AL 35405	1
106	Walker	1900 3rd Ave, Jasper AL 35501	1
107	Washington	1 Court St, Chatom AL 36518	1
108	Wilcox	100 Broad St, Camden AL 36726	1
109	Winston	25125 Hwy 195 Rm 1, Double Springs AL 35553	1

\*Probate Judges or their designated License Commission or Revenue Commission offices only provide renewal and duplicate credentials following business rules. Not all applicants are eligible to obtain credential at these offices.

## Appendix D – ALEA Business Partners and Stakeholders

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List below is not comprehensive. Solution must be capable of supporting other business partners and stakeholders.

- Alabama Residents
- Law Enforcement Agencies – Federal, State, County and Municipal
- Courts – Federal, State, County and Municipal
- Alabama Administrative Office of Courts
- America Association of Motor Vehicle Administrators (AAMVA)
- Federal Motor Carrier Safety Administration (FMCSA)
- All State Driver License Jurisdictions
- Department of Homeland Security
- Financial Institutions
- Trucking Industry
- Insurance Industry
- Alabama Junior Colleges who are authorized third-party CDL skills testers
- Alabama Department of Education
- Alabama Secretary of State
- Alabama Department of Conservation and Natural Resources
- Alabama Department of Revenue
- Alabama Department of Human Resources
- Alabama Organ Center

## Appendix E – Mainframe Specifications

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**Operating System:** z/OS 2.2

**TSO:** The TSO version is part of the z/OS.

**Mainframe:** version Zbc12

**COBOL:** The COBOL version is r4v2. (4.2)

**MVS JCL:** used to process the batch jobs.

**RPF Roscoe Programming Facility with C8:** The ROSCOE version is v6r0 (6.0)

**CICIS Version:** The CICIS version is v5r3. (5.3)

**Host Integration Services (HIS):** product is a subset of Microsoft Biztalk server 2016.

**HIS Transaction integrator:** A function of HIS that provides real time program to program communication between a client server-based program and a mainframe CICIS program. It accomplishes this by exposes PC based web-services that communicate to the mainframe via an IP listener that is installed in CICIS.

**Db2 backend database:**

**Production:** DB2 DSN v11 compatibility mode,

**TEST:** DB2 v11 DSNT New Function Mode. **NOTE!** We have not set a date to upgrade production to New Function Mode.

**Roscoe (Remote OS Conversational Operational Environment):** The ROSCOE version is v6r0 (6.0)

**Driver History Table:** 7,562,052 records.

**Production Library:** 700 members which includes batch, CICIS, subroutines and Easytrieve programs that support our batch/online processes.

## Appendix F – Vendor Driver License Issuance System Information

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Records in system: 27,293,334

Applicants in system: 6,020,815

Photos: All issuances in system have photos except for a few older legacy issuances. 24,000,000.

Photos Sizes: 15K jpg image, 25K CIF (Composite Image File, combined demographics, photo, signature)

Photo and Demographic Storage: Currently 13 folders, 60GB each, the 13<sup>th</sup> is 7% used, capacity is increased as needed.

Scanned Documents: 924,573 documents (Each document could have 1 or more scanned images.)

Document Image Repository: 160 GB

2018 Credentials Issued		
Type of Credential	Type of Issuance	Total # of issuances
Regular ID	New	32,493
	Renew	19,444
	Duplicate	27,620
Disabled ID	New	718
	Renew	0
	Duplicate	417
Senior ID	New	4,335
	Renew	1,401
	Duplicate	1,944
Vessel (Class V)	New	1,222
	Renew	195
	Duplicate	119
	Transfer	115
Motor Cycle (Class M)	New	137
	Renew	40
	Duplicate	22
	Transfer	2
Class D Learner	New	66,180
	Renew	3,583
	Duplicate	6,156
Class D	New	67,371

	Renew	634,941
	Duplicate	172,476
	Transfer	65,111
GDL (Graduated Driver License)	New	550
	Renew	216
	Duplicate	2,596
CDL/CLP	New	20,322
	Renew	26,904
	Duplicate	9,715
	Transfer	18,676

\*Agency and Legislative ID numbers are not available.

Current Valid Commercial Driver Licenses	
Class A	166,822
Class B	59,850
Class C	5,527
Commercial Learner Permit (CLP)	2,880

#### **Online ID/License issuance**

- Total IDs/Licenses: 117,933

#### **Kiosk – Self Service Issuance Station**

- Total IDs/Licenses: 5,143

## Appendix G – Vendor Credential Printing and Mailing

<b>Credential Formats</b>	<b>Type Credential</b>
Driver License	Driver License
Foreign National Driver License	
Commercial Driver license	
Foreign National Driver License	
Vessel License	
Foreign National Vessel License	
Non-resident Vessel License	
Foreign National Non-Resident Vessel License	
Driver License – U21	
FN Driver License – U21	
Commercial Driver License – U21	
Foreign National Commercial Driver License – U21	
Graduated Driver License – U21	
Foreign National Graduated Driver License – U21	
Graduated Driver License – U18	
Foreign National Graduated Driver License – U18	
Vessel License – U21	
Foreign National Vessel License – U21	
Non-Resident Vessel License – U21	
Foreign National Non-Resident Vessel License – U21	
Commercial Learner Permit	Commercial Learner Permit
Foreign National Commercial Learner Permit	
Commercial Learner Permit – U21	
Foreign National Commercial Learner Permit - U21	
Hardship Driver License	Hardship
Hardship Driver License – U21	
Foreign National Hardship Driver License	
Foreign National Hardship Driver License – U21	
Nondriver Identification	Identification
Foreign National Nondriver Identification	
Nondriver Identification – U21	
Foreign National Nondriver Identification – U21	
ALEA	Agency Identifications
State Legislative ID	
Retired Law Enforcement	
*Other Agencies	

\*Note: List above is not comprehensive. Additional credential templates may be required. Each credential may be marked as Star ID Compliant, Organ Donor, CV606, Veteran, or have other specialty indicators.

## Appendix H – ALEA DL - PC based services/applications

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### Accident / Crash Report System

Law Enforcement across Alabama utilize a standard format for submitting all accident/crash reports. ALEA systems receive the accident/crash report data and assign numbers to each report made. As this system is in use across the state by all law enforcement, it is not expected to be replaced under this RFP. The modernized DL system will need to integrate with the ALEA accident/crash report system. This system communicates with the DL reinstatement system and the vendor online services system provide the capability to sell accident/crash reports. ALEA received 161,099 accident reports from law enforcement agencies in 2018.

### Driver License Reinstatement System

ALEA provides a PC based DL reinstatement system which is used by ALEA to handle all driver license reinstatement. The system communicates with the mainframe to determine the sanctions a driver has received and determines suspension time and fees owed. The DL reinstatement system also provides the capability for ALEA to sell accident/crash reports and motor vehicle (MVR)/driver history reports to the public who purchase the reports in the ALEA district offices. The system handles safety responsibility payments and tracks unclaimed funds. ALEA utilizes the merchant services vendor to process all payments, both cash and credit cards, for all sales, MVR/driver history reports, accident reports, and driver license reinstatement fees collected, which allows the merchant services vendor to be the sole repository for all financial reporting to the ALEA hosted DL fees collected. Reinstatement offices are only located at ALEA DL district offices.

### Financial Responsibility / Accident Claims

ALEA provides a PC based financial responsibility/accident claims system which is used to file and track claims and allows ALEA to track all claims through a final claim settlement and is used to apply sanctions against drivers/credentials due to claims filed. There were 3,906 claims filed in 2018.

### School Skills Test Score Submissions

ALEA allows authorized certified driver education teachers to submit test scores which are used to ensure eligibility for the students to obtain driver licenses.

### Driver License Hearing Request System

ALEA provides a PC based DL hearing request system. This system allows the public to request a hearing online via the ALEA public website. Additionally, the hearing and fraud unit take hearing requests over the phone, entering hearing details in the system. The hearing and fraud unit also initiate hearings after investigative work. The system tracks the hearing request through scheduling and disposition. Statistics for the number of hearings requested in 2018 are provided below.



## ALEA Hearing Request System Statistics for 2018

Hearing	Count
Hearings Requested Online	1,484
Total Hearings in 2018	3,022

Hearing Type	Number of Hearings
Administrative Review	478
Driving while Revoked	160
GDL	22
Interview & Investigation	27
Leaving Scene of Accident	30
Mandatory Liability Insurance	499
Other	97
Per Se / DUI Hearing	1,152
Points	413
Racing on Highway	6
Safety	72
Two Serious Violations with CDL	9
Unknown	12
Violation of DL Restrictions	11
Welch	34

## Appendix I – Vendor Document Imaging Specifications

Licensing – DL has 5 scan stations, 70 PaperVision Enterprise (viewing) licenses, and 27 workflow licenses.

### PaperVision Projects

Project	Number of Documents	Pages	Size in MB	Notes
Accident Reports	155,727	156,483	64,892.74	Paper accident reports were accepted until 2018. Retention requirements require accident reports to be maintained for 10 years.
DNN	1,720,659	1,726,021	110,542.93	Documents stored in this project include, hardship approval and denial letters, high risk insurance policy issuance and cancellation forms to name a few. Documents in this project are accessible via driver license number.
DNY	5,300,571	5,433,266	9,98,815.68	Documents stored in this project include citations, failure to appear (FTA), failure to pay (FTP), Interlock, Address Change Requests, School non-attendance reports, military out of state renewal forms and hearing result documents to name a few. Documents in this project are indexed by a document ID. Only documents scanned in the last two years have an index field that indicates what type of document is scanned. All older legacy images which were scanned have no indication as to what the images are. The document ID is stored on the driver record on the mainframe.
CDL/ Medical Records	1,550,064	2,445,021	139,651.71	Documents stored in this project include CDL Medical Certifications, CDL Certifications, Medical Records and other documents associated with commercial driver licenses and Medical Condition Tracking, to name a few.
Safety Responsibility	778,403	818,036	235,153.53	Documents stored in this project include claims, judgements and other documents associated with Safety Responsibility. Legacy documents converted from a previous scanning system are indexed by document ID and newer documents scanned since 2017 are indexed by document ID and driver license number.

## Appendix J – Vendor Correspondence Printing and Mailing

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<b>Type of Letter/Notification</b>	<b>Number Printed and Mailed</b>
Renewal Notifications	13,000/month
MLI Penalty Issuance Letters	25,200/year
Suspension Letters and other correspondence	159,516/year

## Appendix K – Credentials

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The following credentials must be capable of being issued along with other credentials as required.

- Class D License
- Class D learner License
- Commercial Driver License
- Commercial Learner Permit
- Class M (Motorcycle) License
- Class V (Vessel) License
- Non-Driver Identification Cards
- Class H (Hardship License)
- Special IDs which include:
  - State Agency Employee Identification Cards
  - Legislative Identification Cards
  - Retired Law Enforcement Identification Cards
- Other Credentials as required

## Appendix L – Required Solution Interfaces

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- SSOLV (SSN) Validation via PC based communication
- Electronic Verification of Vital Statistics Records (ADPH)
- AAMVA Mandated transactions via PC Based connection
  - PDPS – Problem Driver Pointer System
  - CDLIS – Commercial Driver License Information System
- NLETS – The National Law Enforcement Telecommunications System (Must support transactions for Driver License (DQ/KQ, etc.))
- FBI National Crime Information Center (NCIC)
- eVerify
- eID - Alabama Department of Revenue Income Tax Division to provide photos for facial recognition.
- Sex Offender System of Record
- Help America Vote Verification (HAVV) – Secretary of State
- DHS Systematic Alien Verification for Entitlements Program (SAVE)
- US Passport Verification Services (USPVS)
- Selective Service Registration (SSR)
- State to State Verification Service (S2S)
- Driver License and ID Card Data Verification (DLDV)
- Merchant Services and Online Sales
- Alabama Administrative Office of Courts
- Alabama Organ Donor Center
- ALEA's Vendor Mandatory Liability Insurance (MLI) Civil Penalty System to provide viewing of penalties and driver sanctioning.
- Accident Reporting System
- Portrait Validation (Facial Recognition)
- Department of Education Student Information System (iNow)
- Customer Appointment and Queuing Software System
- Knowledge Testing System
- Road/Skills Testing System
- Commercial Skills Test Information Management System (CSTIMS)
- Law Enforcement Applications (LETS, AOC, Other ALEA Applications)
- Interfaces for driver sanctioning:
  - State, County and Municipal Courts
  - Alabama Marine Patrol
  - Alabama Department of Education
  - Alabama Department of Public Health
  - Alabama Department of Human Resources
- ALEA's Internal Applications and webservices as required.
- Any other interfaces deemed necessary to include ad hoc querying via web-service or direct database query

\*The above list is not exclusive. Additional interfaces may be required. Solution will allow for interface development/implementation without additional cost incurred. More specific details regarding the interface systems will be provided during contract negotiations.

## Appendix M – Applicable Laws/Standards/Policies

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List below is not comprehensive. Solution must be capable of future adaptations/changes based on laws/regulations/policy changes.

1. Code of Alabama 1974  
<http://alisondb.legislature.state.al.us/alison/CoA.aspx>
2. Driver Data Production Act (DDPA)  
<https://www.alabama.gov/PDFs/DriversPrivacyProtectionAct.pdf>
3. Social Security Administration security compliance required by Data Exchange Partners  
<https://www.ssa.gov/dataexchange>
4. Federal Real ID  
<http://www.aamva.org/REALID/>
5. Federal System Alien Verification Entitlement System Compliance  
<https://save.uscis.gov/web/media/resourcecontents/saveprogramguide.pdf>
6. Payment Card Industry Standards Compliance  
<https://www.pcisecuritystandards.org/>
7. FBI CJIS Security Policy  
<https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>
8. Health Insurance Portability and Accountability Act (HIPAA)  
<https://www.hhs.gov/hipaa/for-professionals/index.html>
9. Federal Motor Carrier Safety Administration (FMCSA)  
<https://www.fmcsa.dot.gov/regulations>
10. National Voter Registration Act of 1993 also known as “Motor Voter Act”  
<https://www.justice.gov/crt/about-national-voter-registration-act>
11. AAMVA Policies and Procedures  
<https://www.aamva.org>
12. National Institute of Standards and Technology  
<https://www.nist.gov>

## Appendix N – Acronyms and Definitions

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Acronyms	Definition
ALEA	Alabama Law Enforcement Agency
AAMVA	American Association of Motor Vehicle Administrators
AOC	Alabama Office of Courts
ALDOT	Alabama Department of Transportation
AV	Antivirus Software
CLP	Commercial Learner's Permit
CDL	Commercial Driver License
CJIS	Criminal Justice Information System
CDLIS	Commercial Driver License Information System
CPI	Computer Projects of Illinois, Inc. – NCIC Integration vendor
CSTIMS	Commercial Skills Test Information Management System
DOE	Department of Education
DMV	Department of Motor Vehicle
DL	Driver License
DSS	Data Security stats
DLDV	Driver License and ID card Data Verification
DDPA	Driver Data Protection Act
DHR	Department of Human Resources
DHS	Department of Homeland Security
FMCSA	Federal Motor Carrier Safety Administration
FTP	File Transfer Protocol – Not secure and not authorized for proposed solution.
GPS	Global Positioning System
HIPAA	Health Insurance Portability and Accountability Act
HAVA	Help America Vote Act
HQ	Headquarter
ID	Identification Card
IEA	Information Exchange Agreement
IT	Information Technology
IVR	Interactive Voice Response
LETS	Law Enforcement Telecommunications Systems
MLI	Mandatory Liability Insurance
MVR	Motor Vehicle Report which in Alabama is a driver history which includes license/credentials issued and any citations and accidents issued to driver.
NLETS	National Law Enforcement Telecommunications Systems
NCIC	National Crime Information Center
OIT	Office of Information Technology
OIVS	Online Insurance Verification System

PCI	Payment Card Industry Compliance
PDPS	Problem Driver Pointer System
RFP	Request for Proposal
SAVE	Systematic Alien Verification for Entitlements
S2S	AAMVA's State to State System.
SDE	State Department of Education
SFTP	Secure File Transfer Protocol
SSA	Social Security Administration
SSD	System Security Design
SSR	Selective Services Registration
SSN	Social Security Number
SSOLV	Social Security Online Verification System
SSP	System Security Plan
STAARS	State of Alabama Accounting and Resource System, the state's enterprise-wide accounting system. STAARS supports all financial, procurement, and human resource transactions.
SQL	Structured Query Language
VM	Virtual Machine
VOIP	Voice Over IP
USPVS	US Passport Verification Services